



## **VOLUNTEER ROLE DESCRIPTION**

**VOLUNTEER ROLE TITLE: Ward Helper Volunteer (flexible)**

**VOLUNTEER LINK: Clinical Volunteering Coordinator**

---

**Aim: To provide a friendly and efficient food and drinks service to patients, enabling nursing staff to focus on care duties.**

**Hours: This is a flexible role, with a variety of days and times available each week:**

**Breakfast (8am-10am) / Morning Coffee (10am – 12:00pm) / Lunch (12:15pm – 1:45pm weekends only), Afternoon Tea (2pm – 4pm) and Supper (5pm – 6.30pm).**

### **Main Tasks:**

- **Working alongside catering staff via the Main Kitchen to maintain supplies, prepare refreshments, collecting and washing (dishwasher) used plates, utensils etc.**
- **Serving food / drink / refreshments to patients and families and using trolleys**
- **Ensuring Ward Kitchen is clean and tidy at the end of each service, resetting trolley for next volunteers.**
- **Liaising with nurses where appropriate**
- **Providing a friendly presence for patients and their families – primarily listening and informal companionship, undertaking small tasks if appropriate**

### **Personal Qualities:**

- **Comfortable working in a patient-facing environment**
- **Able to work independently and as part of a busy team and environment**
- **Able to maintain confidentiality at all times**
- **Please note the role primarily involves physical activity, though regular breaks are available and reasonable adjustments can be discussed as required.**
- **Ability to model our values: [St Oswald's Hospice | Our Values Standards Of Behaviour \(stoswaldsuk.org\)](https://stoswaldsuk.org)**

**Essential Processes/ Training (Internal Info):**



**St Oswald's  
Hospice**

- **DBS check** (*ENHANCED CHILDREN & ADULTS*)
- **Mandatory Training** (*NON CLINICAL*)